



ITCC

September 16, 2015

ITD Room 438



Agenda

| | | |
|------|------------------------|-------------|
| 1:00 | Update on EA Activity | Jeff Quast |
| 1:20 | Update on ITD Activity | Gary Vetter |
| 1:45 | Websphere 8 | Eli Cornell |
| 2:00 | Password Reset Process | Art Bakke |
| 2:15 | Windows 10 test site | Ron Zarr |
| 2:30 | SIRT Lessons Learned | Dan Sipes |
| 2:45 | Cloud Vendors | Cher Thomas |
| 2:55 | Future Agenda Items | |



EA Activity Update



Technology Architecture

[Meeting September 10, 2015](#)

- Windows 10 test site
- Demo from DES on remote support tool

Security Architecture

[Met September 1, 2015](#)

- Demo from DES on remote support tool
- Discussion about MDM software

Data Architecture

[Met September 3, 2015](#)

- Reviewed PII as defined in NDCC
- Discussed data classification

Application Architecture

[Meeting September 3, 2015](#)

- Continued work on Web Development standard and best practices



ITD Activity Update



- ITD Web Site refresh
 - Coming soon
- Data Center agency space SLA
- Email SLA and quotas
 - Increased quota to 500mb (480 warning, 550 stop receiving)
- ND Portal email lookup
- Windows 10 Presentation
 - 9/24/2015 - 10:00 a.m. to 11:30 p.m.
- VPN Update to support Windows 10
 - Scheduled for 9/24/2015 @ 5:00 p.m.



WebSphere 8



- WebSphere 6.1 Infrastructure Sunset
- Migration to WebSphere 8 started May, 2012
- All web applications have been migrated
- Remaining
 - Some Shared Web Services
 - LDAP
 - Address Validation
 - Crystal Reporting
 - Services are currently running on both environments
- Impact of Change
 - Service end-point URL has changed - Example:
 - Old - <https://secure.intranetapps.nd.gov/itd/services/ldap/services/LdapService>
 - New - <https://intranetapps.nd.gov/itd/services/ldap/2.0/LdapService>
- Time Line
 - Target shutoff date - November 15, 2015



Security Questions

If an end-user forgets their own NDGOV password, the proposed policy will be:

1. The affected end user **must** contact the ITD Service Desk, or their own agency IT Coordinator, or Request Manager, in an effort to reset (*change*) their password.
2. If the affected end user contacts the ITD Service Desk they will be challenged to answer **both of their own security questions** in one attempt, to verify their identity before the ITD Service Desk will reset the affected end user's password.
 - *2A. Option (See Below)
3. If **the affected end user does not know both of their own security questions**, the affected end user will be directed by the ITD Service Desk to contact their own agency IT Coordinator or Request Manager as indicated in the ITD Work Management System.
4. The affected end user's IT Coordinator or Request Manager will either reset the affected end user's password, or call the ITD Service Desk to have the affected end user's password reset.

*Note: Feedback received on Step 2, would indicate a harder-line stance:

"2A. If the affected user cannot answer **both of their own security questions in one attempt**, the ITD Service Desk **must** disable the account (*to flag it*).

(Indicating there would be nothing that would stop an individual from using social engineering techniques to "guess" the answers by calling in multiple times and trying to get different ITD Service Desk technicians.)



Security Questions (Continued)

If an end-user forgets their own NDGOV password, the proposed policy will be:

5. If the ITD Service Desk is asked by the affected end user's IT Coordinator or Request Manager to reset the affected end user's password, the IT Coordinator or Request Manager will be challenged to answer *their own security questions, in one attempt*, to verify their own identity.
Thus, the IT Coordinator or Request Manager *must* answer *both of their own security questions* before the ITD Service Desk will reset the affected end user's password.
6. If the IT Coordinator or Request Manager cannot successfully answer their own security questions the ITD Service Desk will assign the HEAT incident to ITD Security.
7. The ITD Service Desk will highly encourage the affected end user to update their security questions.
Note: Online Password Information Form:
<https://secure.intranetapps.nd.gov/itd/passwordchg/emailentry.htm>



Security Questions (Continued)

A good security question has the following criteria:

- **Safe:** Cannot be guessed or researched
- **Stable:** Does not change over time
- **Memorable:** Can be remembered
- **Simple:** Is precise, simple, consistent
- **Many:** Has many possible answers

Examples of good security questions:

- What was the first name of the first boy/girl you kissed?
- What was the last name of your favorite Sunday school teacher?

We would like to **send out a notification to agency IT Coordinators on Thursday, September 17, 2015.**

We would like to **start this new process on Thursday, October 1, 2015.**



October is
National
Cyber Security
Awareness Month!

Cyber Security is Our Shared Responsibility!





Windows 10 Testing at ITD



- Windows 10 Pilot Site
 - https://wssshare.nd.gov/test/windows10/_layouts/15/start.aspx#/SitePages/Home.aspx
 - All agencies can participate



SIRT Lessons Learned



SIRT



Cloud Vendors



- May be encouraging entities to bypass IT staff



Future Agenda Items?